

## **Transcript: Estefania**

**Acevedo-5092675046522880-6038866299109376**

### **Full Transcript**

Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you? This number has called me twice. Trying to find out why. Okay. What staffing agency do you work for? Hamilton Riker. Okay. Give me one second. And then, what are the last four of your social? 4852. First and last name, please? Benjamin McDonald. For security purposes, can you verify your address and date of birth? 100 Tisamingo Street, Tupelo. 388-01-04, I mean, B. And what was the other part? Ooh, I'm sorry. Can you repeat that address? 100 Tisamingo Street, Tupelo. Mm-hmm. 38804. What's that state? Mississippi. Okay. And then that birthday? 8-22-85. Thank you. Then I have 901-426-4654 as your phone number? Yes, ma'am. Thank you. Okay. So, it looks like they called you because they were processing an enrollment form that you filled out for Hamilton Record Group on April the 22nd. You selected multiple plans that can't be combined. So, they were actually calling to see which one exactly you wanted to be enrolled into. At the moment, you were enrolled in the lowest level of coverage. Um, so it looks like ... So, I... Okay. Oh, so, d- did you want me to tell you what you were enrolled into? It looks like it was virtual primary care for employee only, dental for employee only, term life for employee only, vision for employee only, critical illness for employee only, group accident for employee only, the NEC tele-RF, which is your preventative plan, behavioral health for employee only, ID experts for employee only, and then the VIP standard, which is the one that covers doctor visits, the compensation if injured, urgent care, emergency room, and surgeries. Um, being a weekly deduction of \$52.41 weeks from your paycheck. Did you wanna keep it how it is or did you wanna change anything? I just need everything for myself 'cause ... Okay. Okay. And it looks like you do have your preventative and your medical plan in there. Um, so they were just calling to see if you were okay with the selected plans, since some of them were com- compliant and you can't combine. Oh, okay. All right. So, is everything okay how it looks like? Yeah. All right. Well, please allow one to two weeks for your staffing agency to start making the first deduction of the \$52.41 from your paycheck. Once you see that first deduction come out of your check the following Monday, your plan will become effective. And by that first or second week, you should be getting your cards. Um, I was gonna let you know that for your VIP standard plan, which is that plan that covers doctor visits, the urgent care, emergency room and surgeries, that one they normally don't mail that out to you. So, if you do want a physical card, you're welcome to contact us and we can request it to the carrier once you become active. Gotcha. And then, um, it looks like the only thing we were missing is a beneficiary from you. Did you wanna go ahead and add that? Yeah. Who do you wanna put down? Nicole Wilkes. And then what's your relationship with her? Girlfriend. Okay. All right. Did you have any questions regarding any of the plans? No, ma'am. All right. Well, I hope you have a great day. Thank you for your time. You too. You want me to hang up now? Uh, yes, sir.

## Conversation Format

Speaker speaker\_0: Thank you for calling Benefits in a Card. My name is Stephanie. How can I assist you?

Speaker speaker\_1: This number has called me twice. Trying to find out why.

Speaker speaker\_0: Okay. What staffing agency do you work for?

Speaker speaker\_1: Hamilton Riker.

Speaker speaker\_0: Okay. Give me one second. And then, what are the last four of your social?

Speaker speaker\_1: 4852.

Speaker speaker\_0: First and last name, please?

Speaker speaker\_1: Benjamin McDonald.

Speaker speaker\_0: For security purposes, can you verify your address and date of birth?

Speaker speaker\_1: 100 Tisamingo Street, Tupelo. 388-01-04, I mean, B. And what was the other part?

Speaker speaker\_0: Ooh, I'm sorry. Can you repeat that address?

Speaker speaker\_1: 100 Tisamingo Street, Tupelo.

Speaker speaker\_0: Mm-hmm.

Speaker speaker\_1: 38804.

Speaker speaker\_0: What's that state?

Speaker speaker\_1: Mississippi.

Speaker speaker\_0: Okay. And then that birthday?

Speaker speaker\_1: 8-22-85.

Speaker speaker\_0: Thank you. Then I have 901-426-4654 as your phone number?

Speaker speaker\_1: Yes, ma'am.

Speaker speaker\_0: Thank you. Okay. So, it looks like they called you because they were processing an enrollment form that you filled out for Hamilton Record Group on April the 22nd. You selected multiple plans that can't be combined. So, they were actually calling to see which one exactly you wanted to be enrolled into. At the moment, you were enrolled in the lowest level of coverage. Um, so it looks like ...

Speaker speaker\_1: So, I...

Speaker speaker\_0: Okay. Oh, so, d- did you want me to tell you what you were enrolled into? It looks like it was virtual primary care for employee only, dental for employee only, term life for employee only, vision for employee only, critical illness for employee only, group accident for employee only, the NEC tele-RF, which is your preventative plan, behavioral health for employee only, ID experts for employee only, and then the VIP standard, which is the one that covers doctor visits, the compensation if injured, urgent care, emergency room, and surgeries. Um, being a weekly deduction of \$52.41 weeks from your paycheck. Did you wanna keep it how it is or did you wanna change anything?

Speaker speaker\_1: I just need everything for myself 'cause ...

Speaker speaker\_0: Okay. Okay. And it looks like you do have your preventative and your medical plan in there. Um, so they were just calling to see if you were okay with the selected plans, since some of them were com- compliant and you can't combine.

Speaker speaker\_1: Oh, okay.

Speaker speaker\_0: All right. So, is everything okay how it looks like?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: All right. Well, please allow one to two weeks for your staffing agency to start making the first deduction of the \$52.41 from your paycheck. Once you see that first deduction come out of your check the following Monday, your plan will become effective. And by that first or second week, you should be getting your cards. Um, I was gonna let you know that for your VIP standard plan, which is that plan that covers doctor visits, the urgent care, emergency room and surgeries, that one they normally don't mail that out to you. So, if you do want a physical card, you're welcome to contact us and we can request it to the carrier once you become active.

Speaker speaker\_1: Gotcha.

Speaker speaker\_0: And then, um, it looks like the only thing we were missing is a beneficiary from you. Did you wanna go ahead and add that?

Speaker speaker\_1: Yeah.

Speaker speaker\_0: Who do you wanna put down?

Speaker speaker\_1: Nicole Wilkes.

Speaker speaker\_0: And then what's your relationship with her?

Speaker speaker\_1: Girlfriend.

Speaker speaker\_0: Okay. All right. Did you have any questions regarding any of the plans?

Speaker speaker\_1: No, ma'am.

Speaker speaker\_0: All right. Well, I hope you have a great day. Thank you for your time.

Speaker speaker\_1: You too. You want me to hang up now?

Speaker speaker\_0: Uh, yes, sir.